MIAMI-DADE COUNTY
RYAN WHITE TITLE I PROGRAM
CLIENT-LEVEL OUTCOMES

Performance under this Agreement will be partially measured against the client-level and process outcomes outlined in the Ryan White Title I Performance Improvement Plan and incorporated herein by reference. Client-level and process outcomes are currently under development for (NAME THE SERVICE). When the corresponding outcomes are completed, (NAME OF AGENCY) will be responsible for collecting and reporting on the specified data elements used to measure performance based on the defined outcome(s).

OR…

Performance under this Agreement will be partially measured against the client-level outcomes listed below and as outlined in the Ryan White Title I Performance Improvement Plan. In addition, (NAME OF AGENCY) is responsible for collecting and reporting on the required data elements used to measure performance under the following contracted services: *(ONLY INCLUDE THE FOLLOWING APPLICABLE SERVICES):*

OUTPATIENT MEDICAL CARE			
Outcomes	**Indicators**	**Data Elements**	**Data Sources**
Slowing/prevention of disease progression	Improved or maintained average CD4 counts and viral loads for clients as measured over a specified time period	Test results needed to calculate changes in CD4 counts and viral loads for individual clients over a specified period of time	Upload of test data from outpatient medical care providers to the Service Delivery Information System (SDIS) on a quarterly basis
Reduced number or rate of AIDS-related hospitalizations	Change in the rate of AIDS-related hospitalizations over a specified period of time	Number of clients having AIDS-related hospitalizations and the total number and days of AIDS-related hospitalizations for all clients during the specified period of time	Disease Management AIDS algorithm applied to hospital data
Reduced incidence of AIDS-defining opportunistic conditions	Change in frequency of occurrence of AIDS-defining opportunistic conditions among clients over a specified time period	Number of cases of AIDS-defining opportunistic conditions, incidence of preventable conditions (e.g., PCP, MAC) among individual CARE Act clients over a specified period	AIDS Surveillance Data

OUTPATIENT MEDICAL CARE

Outcomes	Indicators	Data Elements	Data Sources
Increased satisfaction of clients receiving outpatient medical care services	Change in the number of clients who receive outpatient medical care and report a service satisfaction level of good or better	Number and percent of HIV+ clients who receive outpatient medical care and report an overall rating of good or better for outpatient medical care services	Client survey

MINORITY AIDS INITIATIVE (MAI)
OUTPATIENT MEDICAL CARE

Outcomes	Indicators	Data Elements	Data Sources
Slowing/prevention of disease progression within minority populations	Improved or maintained average CD4 counts and viral loads for Black/African American (including Haitian), Hispanic, Native American, and other minority clients as measured over a specified time period	Test results needed to calculate changes in CD4 counts and viral loads for individual minority clients over a specified period of time	Upload of test data from outpatient medical care providers to the Service Delivery Information System (SDIS) on a quarterly basis
Reduced incidence of AIDS-defining opportunistic conditions within minority populations	Change in frequency of occurrence of AIDS-defining opportunistic conditions among Black/African American (including Haitian), Hispanic, Native American, and other minority clients over a specified time period	Number of cases of AIDS-defining opportunistic conditions, incidence of preventable conditions (e.g., PCP, MAC) among individual CARE Act minority clients over a specified period	AIDS Surveillance Data

PRESCRIPTION DRUGS

Outcomes	Indicators	Data Elements	Data Sources
Increase in the number of clients who have experienced an increase in their CD4 count and a reduction in viral load as a result of their participation in the prescription drugs program	Unduplicated number of clients who have experienced an increase in their CD4 count and a reduction in viral load as a result of their participation in the MAI prescription drugs program over a specified period of time	Number of clients receiving prescription drugs, types of drugs, as well as CD4 and viral load values over a specified period of time	SDIS data

MINORITY AIDS INITIATIVE (MAI) PRESCRIPTION DRUGS

Outcomes	Indicators	Data Elements	Data Sources
Increase in minority clients who have experienced an increase in their CD4 count and a reduction in viral load as a result of their participation in the MAI prescription drugs program.	Unduplicated number of Black/African American (including Haitian), Hispanic, Native American or other minority clients who have experienced an increase in their CD4 count and a reduction in viral load as a result of their participation in the MAI prescription drugs program over a specified period of time	Number of minority clients receiving prescription drugs, types of drugs, as well as CD4 and viral load values over a specified period of time	SDIS data

CASE MANAGEMENT

Outcomes	Indicators	Data Elements	Data Sources
Increased maintenance of primary care services	Change in the number/percent of case management clients maintaining primary care services (at least one physician visit in past 6 months) as measured over a specified time period	Number of case management clients maintaining primary care as measured over a specified time period	SDIS service across sites review Quarterly report of follow-up with client/provider Future SDIS data report
Timely access to primary care services	Change in the number/percent of new clients entering medical care within a set time frame as measured over a specified period of time	New clients have a medical visit within 2 weeks of initial case management intake	SDIS service across sites review Quarterly report of follow-up with client/provider Future SDIS data report Record reviews
Increased number of clients accessing primary health care services	Change in the number of clients who accessed primary health care programs after a specified time period	Number and percent of HIV+ clients who did not have primary health care and accessed primary health care during specified time periods	SDIS data report
Increased satisfaction of clients receiving case management services	Change in the number of clients who receive case management and report a service satisfaction level of good or better	Number and percent of HIV+ clients who receive case management and report an overall rating of good or better for case management services	Client survey
Slowing/prevention of HIV spectrum disease progression	Improved or maintained average CD4 counts and viral loads for clients as measured over a specified time period	Test results needed to calculate changes in CD4 counts and viral loads for individual clients over a specified period of time	Upload of test data from outpatient medical care providers to the Service Delivery Information System (SDIS) on a quarterly basis

MINORITY AIDS INITIATIVE (MAI) CASE MANAGEMENT			
Outcomes	**Indicators**	**Data Elements**	**Data Sources**
Increased maintenance of primary care services for minority clients	Change in the number/percent of Black/African American (including Haitian), Hispanic, Native American and other minority case management clients maintaining primary care services (at least one physician visit in past 6 months) as measured over a specified time period	Number of minority case management clients maintaining primary care as measured over a specified time period	SDIS service across sites review

Quarterly report of follow-up with client/provider

Future SDIS data report |
| Slowing/prevention of HIV spectrum disease progression within the minority populations | Improved or maintained CD4 counts and viral loads for the Black/African American (including Haitian), Hispanic, Native American, and other minority clients as measured over a specified time period | Test results needed to calculate changes in CD4 counts and viral loads for individual minority clients over a specified period of time | Upload of test data from outpatient medical care providers to the Service Delivery Information System (SDIS) on a quarterly basis |

CASE MANAGEMENT (Including MAI) PROCESS MEASURES		
Process Measure	**Data Elements**	**Data Sources/Methods**
Complete bio-psychosocial assessment in record	Assessment in client's file	Record Review
Care plan and goals in record, signed and dated by client	Care plan and goals are signed and dated by client and are maintained in the client's file	Record Review
Unduplicated number of clients screened for and enrolled in or formally denied for benefit program (Medicaid (all), Medicare, VA, Food Stamps, WIC, HUD Section 8, and other services in the community	Documentation of screening, enrollment, and/or denial in client's file	Record Review
Each case management client sees the case manager at least every six months	Progress notes in file	Record Review
Information is updated every six months	Dates of care plan updates in client's file	Record Review
Case Manager/client ratio during the contract period	Number of clients assigned to each case manager in the SDIS	SDIS data

Record Review |

SUBSTANCE ABUSE COUNSELING – RESIDENTIAL TREATMENT

Outcomes	Indicators	Data Elements	Data Sources
Improved access to Substance Abuse residential care	Reduction in the number/percent of empty/unfilled beds as measured over a specified time period	Average number of empty beds per SDIS weekly announcement over a specified time period	Residential substance abuse reports to SDIS of empty/unfilled beds on a weekly basis
Decreased incidence of return to treatment	Change in the number/percent of returns to treatment for clients completing continuum of care over a specified period of time	Assessment for prior treatment before continuum of care begun and after continuum of care completed 3 mos. and 6 mos. follow-up to determine client remains out of residential treatment and remains drug free	Future quarterly report Future upload/entry into SDIS SDIS across sites service review SDIS data analysis
Increased consistency of medical care	Change in number/percent of clients completing residential treatment and remaining in primary care service as measured over a specified time period	At least one primary care visit within 6 months of discharge	Follow up assessment with quarterly report SDIS services across sites review
Improved effectiveness of residential substance abuse treatment as evidenced by length of stay	Change in number/percent of clients completing residential substance abuse treatment	Minimum three (3) months of residential substance abuse treatment completed	Future quarterly report SDIS data
Increase in number of clients accessing outpatient treatment after completing residential treatment	Change in number/percent of clients entering outpatient treatment after completing residential treatment	Clients complete 3 months of residential care and within 2 weeks enter outpatient substance abuse treatment	Future quarterly report SDIS data/referrals

MINORITY AIDS INITIATIVE (MAI)
SUBSTANCE ABUSE COUNSELING – RESIDENTIAL TREATMENT

Outcomes	Indicators	Data Elements	Data Sources
Improved access to Substance Abuse residential care for minority populations	Reduction in the number/percent of empty/unfilled beds as measured Black/African American (including Haitian), Hispanic, Native American, and other minority clients accessing residential treatment services over a specified time period	Average number of empty beds per SDIS weekly announcement over a specified time period	Residential substance abuse reports to SDIS of empty/unfilled beds on a weekly basis
Decreased incidence of return to treatment for minority populations	Change in the number/percent of returns to treatment for Black/African American (including Haitian), Hispanic, Native American, and other minority clients completing continuum of care over a specified period of time	Assessment for prior treatment before continuum of care begun and after continuum of care completed 3 mos. and 6 mos. follow-up to determine client remains out of residential treatment and remains drug free	Future quarterly report Future upload/entry into SDIS SDIS across sites service review SDIS data analysis

SUBSTANCE ABUSE COUNSELING - OUTPATIENT TREATMENT

Outcomes	Indicators	Data Elements	Data Sources
Increase of clients in substance abuse outpatient treatment after completing substance abuse residential treatment	Change in number/percent of clients entering substance abuse outpatient treatment after completing substance abuse residential treatment	Clients complete 3 months of substance abuse residential treatment and within 2 weeks enter outpatient substance abuse treatment	SDIS data
Increased utilization of primary care services	Change in the percent of clients in substance abuse outpatient treatment receiving primary care services	Number of outpatient substance abuse treatment clients receiving primary care during treatment.	SDIS services across sites review
Decreased incidence of return to substance abuse outpatient treatment	Change in the number/percent of returns to treatment for clients completing substance abuse outpatient treatment	Assessment for prior treatment before care is begun and after care is completed Follow up assessment at 3 months and 6 months to determine client remains put of treatment	SDIS across sites service review
Improved consistency of medical care	Change in number/percent of clients completing outpatient treatment and remaining in primary care service	Number of clients with at least one primary care visit within 6 months of discharge	SDIS services across sites review
Improved use of substance abuse outpatient treatment after completion of substance abuse residential treatment	Change in number/percent of clients completing residential treatment and continuing with outpatient treatment	Number of clients sequencing from substance abuse residential care to substance abuse outpatient care	SDIS services across sites review
Improved effectiveness of substance abuse outpatient treatment	Change in number/percent of clients completing minimal substance abuse outpatient treatment	Number of clients completing at least 3 months of outpatient substance abuse treatment	SDIS data

OUTREACH SERVICES

Outcomes	Indicators	Data Elements	Data Sources
Increased connection to care	1. Number/percent of new clients (individuals who have never been enrolled in the Title I system of care) who were connected for the first time to either medical care, case management, or, if necessary, substance abuse treatment	Of unduplicated client contacts, number and percentage of those contacts who are successfully connected to care per quarter	SDIS data
	2. Number/percent of clients lost to follow-up (those who had not received primary care in the past 6 months) who were reconnected to either medical care, case management, or, if necessary, substance abuse treatment	Of unduplicated client contacts, number and percentage within a quarter who are successfully reconnected to care	SDIS data
	3. Increased number of formal written linkage or referral agreements with identified key points of entry and /or with service providers.	Number of formal written linkage agreements, with identified key points of entry and/or service providers, using standard forms with OSBM minimum standards and language	Administrative reviews
	4. Increased number of clients identified through key points of entry	Number of clients identified through key points of entry	SDIS data

MINORITY AIDS INITIATIVE (MAI) OUTREACH SERVICES			
Outcomes	**Indicators**	**Data Elements**	**Data Sources**
Increased connection to care for minority clients	1. Number/percent of new Black/African American (including Haitian), Hispanic, Native American, and other minority clients (individuals who have never been enrolled in the Title I system of care) who were connected for the first time to either medical care, case management, or, if necessary, substance abuse treatment	Of unduplicated minority client contacts, number and percentage of those contacts who are successfully connected to care per quarter	SDIS data
	2. Increased number of Black/African American (including Haitian), Hispanic, Native American, and other minority clients identified through key points of entry	Number of minority clients identified through key points of entry	SDIS data